

NEWSrounds

The Birth of a New Era at Rush

Delivering and nurturing babies — including the most fragile and vulnerable ones — is nothing new to Rush. More than 2,000 babies were born at the Medical Center in the past year alone. To make sure these most precious of patients are brought safely into the world, clinicians at the Medical Center combine medicine with compassionate care. Now Rush's team of obstetric and neonatal specialists have applied their vast knowledge of science and patient care to help create an advanced new facility: the Rush Family Birth Center.

In this state-of-the-art setting, the health care team at Rush has a modern facility that matches their excellence in delivering a high level of childbirth and post-partum care with all the necessary resources.

Rush staff demonstrate the comfort and close proximity to caregivers available in the neonatal intensive care unit.



Watch the New "Stories From the NICU" Video Series

Three sets of parents talk about the care their children received in Rush's neonatal intensive care unit in a new series of short online videos. Their stories are sure to move you and make you proud to be part of Rush. To see these videos and more, please visit www.rush.edu/familybirthcenter.

the program's inaugural class, which Rush hopes to expand to about 30 students during the next few years.

"This sort of bridge from community college to a graduate program at a medical center couldn't have been better timed for me or be better designed for what I want," says Speedwell who completed the program's first quarter in November. "So far, it's very well thought out. I'm very excited about the possibilities at Rush."

The program eventually will offer students the option of three separate academic tracks. The medical sciences track that began in September prepares students such as Speedwell

need in emergency situations when seconds count most.

Thoughtfully planned, the new birth center offers greater family space and privacy. All labor and delivery and mother baby suites are spacious and single occupancy, as are triage and recovery rooms. And the single NICU rooms support more than family bonding. They promote better infection control as well as greater control of light, sound and temperature — factors that can have a major impact on these fragile babies.

"The Rush Family Birth Center offers families safety, comfort and a highly trained team," says Denise Banton, MS, RN, unit director, Labor and Delivery. "What more could you want for your baby's first bedroom?"



Manuel and Ann Marie Alonso, with their daughter and new baby, show off the comforts of the new mother baby unit.

THE BIG PICTURE

- The Rush Family Birth Center includes the following facilities:
 - Labor and delivery services (including operating rooms for Cesarean sections)
 - The Mother Baby Unit, where families and healthy newborn babies stay after delivery, and where expectant mothers requiring a high level of medical supervision stay
 - The 55-bed Renée Schine Crown Neonatal Intensive Care Unit for babies born prematurely and/or with serious medical conditions
- Physicians, nurses and families helped design the space in the Rush Family Birth Center so that technology and personnel are immediately available to babies and their mothers:
 - The labor and delivery suites and operating rooms are right next to the NICU and its team of specialists, so when newborn babies are in crisis and seconds count, they can get the care they need immediately.
- Rush designed the space to be family-centered, and to promote a better patient and family bonding experience.
 - All labor and delivery rooms, mother baby suites and NICU rooms are single occupancy, as are triage rooms and recovery areas. After delivery, this privacy helps encourage skin-to-skin contact as well as breastfeeding, which provides healthy and at-risk babies alike a better start on life.
 - Labor and delivery and mother baby suites include sleeping space for family members, with couches that flip into beds and chairs that recline 180 degrees.
 - Rush created larger rooms to keep moms, babies and families together throughout their journey, because we believe that babies who stay with moms have better overall outcomes.
 - Rush kept services close together to limit how far and how often babies need to move.
- The Family Birth Center is staffed by highly trained personnel, including high-risk obstetricians (also called maternal-fetal medicine specialists); obstetricians; neonatologists; doctors specializing in pediatric heart, gastrointestinal and pulmonary care; nurses with advanced training; social workers; and board-certified lactation consultants.

NEW RUSH UNIVERSITY PROGRAM MEETS NEEDS OF STUDENTS AND COMMUNITY

Veronica "Vic" Speedwell spent the past two academic years taking prerequisite classes at local community colleges to prepare for entry into an undergraduate physician assistant (PA) program. Unfortunately, the program she planned to attend is not currently accepting students. Since it was the only one of its kind in the Chicago area, it seemed that Speedwell had no clear path to continue her education and realize her career goal.

Then she learned about Rush University's new Bachelor of Science in Health Sciences program. In September, Speedwell became one of seven students enrolled in

for graduate health sciences programs that require a bachelor's degree, including PA, nursing, medical degree, and pharmacy programs.

The program plans to add a track in the coming years that will prepare students already working in health care careers to take on leadership roles. The third track will train students to work in health and wellness careers and is expected to be offered as soon as fall 2015.

"Everybody anticipates a dramatic need for health care workers in a number of different areas," observes David Shelledy, PhD, dean of the College of Health Sciences, which

Continued on page 2



Students Milton Aguilar (foreground) and Vic Speedwell in one of their classes in the Bachelor of Science in Health Sciences program.

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Rush is a not-for-profit health care, education and research enterprise comprising Rush University Medical Center, Rush University, Rush Oak Park Hospital and Rush Health.

UNIVERSITY PROGRAM

continued from page 1

offers the program. "Our goal is to give students excellent training and preparation for these careers, and it provides a professional opportunity for an underserved population of students."

Rush initiated the program as a part of its ongoing relationship with Malcolm X College (MXC), one of the City Colleges of Chicago, which is located a few blocks from the Medical Center. MXC specializes in training students for jobs in health care, and Rush has been collaborating with the college to provide its students with educational opportunities at the Medical Center.

Six of the seven students who enrolled in the program this year came from MXC, which offers undergraduate courses leading to an associate's degree but does not offer bachelor's degrees. However, the program is designed to attract applicants from a wide variety of academic backgrounds in addition to continuing Rush's partnership with MXC.

"The chance to transfer to the new Bachelor of Science in Health Sciences program at Rush will enable students to hit the ground running in some of the 84,000 health care jobs coming to our region in the next decade, and to be ready to provide quality care in neighborhoods they know best," says Anthony Munroe, EdD, president of MXC. "This partnership creates ongoing opportunities for City Colleges of Chicago to work with Rush and others to build curriculum streams that will prepare students for fast-growing health care roles."

For more information, please contact program director Matt Anderson at Matthew.M.Anderson@rush.edu, or visit the program website at www.rushu.rush.edu/bshs.

MyChart EMPOWERS PATIENTS TO TAKE CHARGE OF THEIR HEALTH

Rush's MyChart (<https://mychart.rush.edu/>) is an online tool that gives patients secure access to parts of their electronic medical record. The tool enables Rush patients to take greater control of their health care in the following ways:

- View their health records, including current health issues, medications, allergies and immunizations
- Communicate with their health care providers
- Update insurance and contact information
- View test results
- Schedule, request and cancel appointments
- Pay bills

MyChart is a key component of Rush's efforts to engage our patients and encourage them to take an active role in improving their health and well-being. In addition to increasing patient satisfaction and quality of care, MyChart also helps Rush comply with federal health care regulations.

Clinicians have been enrolling patients since June of last year when MyChart officially launched following an initial pilot rollout in August 2012. Approximately 14,000 patients have been enrolled to date.

Rush's current goal is to encourage people to register. "MyChart is an incredibly powerful tool for us and our patients. It will help us provide safer and higher quality care to the patients who take advantage of it," says Allison Weathers, MD, associate chief medical

information officer, who serves on the MyChart implementation team.

"Everyone who provides care for our patients can play a role in getting them to sign up for MyChart and take advantage of all it can do for them," Weathers says. "Rush employees who are also Rush patients are encouraged to sign up themselves, as this is the best way to get educated about MyChart and be able to counsel our patients about its benefits."

Chung-Kay Koh, MD, a physician at Rush who specializes in endocrinology, diabetes and metabolism, has enrolled more than 150 patients. When talking to his patients about MyChart, Koh explains how easy it is to sign up.

"Essentially, if a patient can browse the Web, he or she can be confident using MyChart," he says. "Most of my patients find it extremely easy to use. They like the instant feedback in regards to insulin dosing recommendations."

Koh finds MyChart convenient for patients and physicians. He encourages his patients to use MyChart's message feature as a way to communicate their blood sugar levels to him.

"Patients on insulin can send me a couple days' records of their sugar levels, and then I can recommend a change in their regimen if necessary," he explains. "This communication has led to improved glycemic control for them. In the past, these patients would have had to

call or fax their sugar levels and wait for me to call them back. Now, with MyChart, the process is faster, more efficient and does away with double documentation."

MyChart is part of the Rush patient portal, myrush.rush.edu. Additional interactive health tools and MyChart are helping the portal become the go-to place on the Web for Rush patients and their families to get the information they need before, during and after a visit to the Medical Center.

To sign up for MyChart, please visit <https://mychart.rush.edu>.

NEW HEAD OF CARDIOLOGY TALKS ABOUT PARTNERSHIPS, OFFERS ADVICE FOR HEART HEALTH

WHO: Kim Williams, MD

WHAT: New chief of the Rush Division of Cardiology in the Department of Internal Medicine; he's also vice-president of the American College of Cardiology and will become the organization's president in 2015.

WHEN: Became division head Nov. 1, 2013

WHERE: Before Rush, Williams was the Dorothy Susan Timmis professor and chairperson of the Division of Cardiology at Wayne State University School of Medicine in Detroit. He previously was a professor of medicine and radiology and director of nuclear cardiology at the University of Chicago (U of C) Pritzker School of Medicine.

A Chicago native, Williams received his Bachelor of Arts and Medical Degree from U of C. He completed an internship and residency at Emory University Hospital in Atlanta; fellowships in cardiology, clinical pharmacology and nuclear medicine at the University of Chicago Medical Center; and a fellowship in cardiovascular computed tomography at Cabrini Hospital in New York. *Newsrounds* recently sat down with Williams to discuss his vision for the department and goals for Rush.

Newsrounds: What are your plans for cardiology at Rush?

Williams: Cardiology is changing. We have to be much more integrated with other specialties. For starters, we're hoping to develop three major areas. One is adult congenital heart disease along with pediatrics. The second would be cardiology along with our hematology-oncology folks. And the third is the cardio-renal clinic with nephrology. We also will be continuing all the other specialized services that have worked so well here in the past.

Why is there a need for a focus on adult congenital heart disease?

Many infants and children who are born with heart defects have successful surgery, and as

the operations have improved, their life spans have increased. As they go into adulthood, there is sometimes an awkward situation of adult patients going to a pediatrician. Consequently, adult congenital heart disease began to grow as a specialty to meet this need.

How about cardio-oncology, what is the role of the cardiologist there?

With so many people with cancer and the incidence of heart disease as high as it is in our country, there's a lot of coincidence of these two sets of diseases. Part of the cardiologist's role is managing the patients who have heart disease who develop cancer, and part of it is managing patients with cancer who also have or develop heart disease.

There's a long history of using cancer chemotherapy that has effects on the heart. Some types of chemotherapy can cause spasms of the coronary arteries; some can cause the function of the heart muscle to deteriorate. Patients with these conditions can benefit from management by a cardiologist who specializes in this area.

What are your current research interests?

I've recently become much more interested in quality measures. I recently published a manuscript on detecting the frequency of heart disease using noncardiac chest CT scans. There's a movement in oncology to develop a chest CT screening program here. This should be a real clinical service that would be run by radiology with oncology, and we hope to be helpful in this regard, because the CT is a fantastic tool to detect heart disease, particularly calcium deposits in diseased coronary arteries.

Branching away from imaging, I've been looking at Medicare readmission penalties for heart failure, pneumonia and heart attacks, and how these penalties have been applied to some underserved populations. For example, if you're practicing at an inner city hospital in Detroit, where you actually need more help to serve the impoverished population, your hospital is

actually getting penalized because patients are being readmitted for a variety of causes, possibly not even related to the initial hospitalization. It's a very difficult situation we hope to address.

Does the general public have misconceptions about heart health that you want to address?

The biggest misconception is "I'm eating healthy." In saying that, the American public is frequently talking about caloric restrictions, avoiding fried foods and not eating other high fat items and decreasing refined sugar. Those are beneficial. The problem is, they're still eating a high cholesterol diet. What they're eating may be lowering their weight and some of their risk factors, but the consumption of cholesterol is still clogging up their arteries. Several studies confirm that overall mortality is related to consuming animal products. My read of this data is that less is more and none is best.

If I had to pick another one, it's that all you have to do is exercise three times a week. But many Americans don't actually make it to that level. A good catch phrase is "the chair is the new cigarette." Quitting smoking is fantastic, but developing a more physically active lifestyle would go a long way to improving heart attack rates.



Kim Williams, MD, confers with a patient.

RUSH TEAMS UP FOR A VERY SPECIAL WEDDING

Wedding planning isn't usually part of our work at Rush. But a team from across the Medical Center recently worked together to make it possible for a dying father to see his daughter get married.

Rachel Halonen and Ian Marano were wed in a quickly arranged ceremony in the Rush Chapel on Saturday, Dec. 21, followed by a reception for 70 friends and relatives in Room 500. The Chicago couple had planned their wedding for this coming September, but they moved up the date and changed the location when they learned that Sam Halonen, Rachel's father and a patient at Rush, only had days left to live.

"I still can't believe it all happened," Rachel says. "It was incredible. It was a beautiful day, so much love and so many tears."

Sam suffered from myelodysplastic syndrome, a bone marrow disease that impairs the production of certain blood cells. Diagnosed with the illness in the summer of 2012, Sam received a stem cell transplant at Rush in March and had spent most of the past six months hospitalized at the Medical Center. On Dec. 17, Sam's physicians told him and his wife, Penny Halonen, that he was near the end of his life.

Rachel and Ian quickly decided to try to hold their wedding at Rush that weekend, and asked Sam's caregivers for help arranging it. They were directed to Eleanor Welch, administrative assistant in the Department of Religion, Health and Human Values, who made the Rush Chapel available, and Terry Maynard, director of Hospital Guest Relations, who helped arrange for the use of Room 500 and a volunteer bartender.

"If it wasn't for Terry, I wouldn't have been able to pull it off," Rachel says. "He really was the coordinator behind the scenes for everything."

The Room 500 staff donated the use of the space, and Vivian Lee, the facility's assistant manager, arranged the food and decorations. Billy Dishuk, manager of Room 500, donated the wedding cake and on the day of the wedding personally fetched tape from his car to make sure a florist's quickly assembled decorations in the chapel stayed in place.

The collaboration also included parking services, which donated free valet parking; and Security Services, which helped direct guests from the chapel to the reception and helped find a lost phone that contained video interviews with Sam.

"We were trying to do everything possible that we could to help," Maynard says. "Rachel was going through a lot."

Sam's caregivers in the hematology and stem cell transplant unit on 14 East Tower were able to stabilize him so that he could attend the wedding. "It wouldn't have happened without collaboration from all the nurses," says Elizabeth Vaclavik, RN, MS, the unit director.



Rachel Halonen with her father, Sam, during her wedding at Rush.

Elizabeth Light, RN, and Julia Nash, PCT, coordinated how Sam could be brought from his room to the wedding and what his medical needs would be during that time. She worked closely with Sam's physician, Henry Fung, MD, who retired at the end of the year as director of the Section of Bone Marrow Transplant and Cell Therapy.

Delores Tolliver, PCT, accompanied Sam to the wedding, monitoring his condition and oxygen tank levels. After the ceremony, she brought him back to his room for additional care, then took him to the reception at Room 500, where he spent an hour.

"He was perfect for a day," Rachel says. "It meant everything to me for him to be there for it. He told me he loved me as we came down the aisle, and he looked me in the eyes as I was taking my vows."

In addition to her gratitude for making the wedding possible, Rachel and her family praise Sam's caregivers for their work with him and them throughout his illness. "The physicians, nurses, techs and support staff we encountered over the course of Sam's grueling ordeal showed impeccable professionalism, interpersonal sensitivity, and an appreciation for our circumstances that surprised and moved us," they wrote in a thank-you letter to Rush's leadership.

Sadly, Sam passed away on Christmas Day. Rachel and Penny were at his bedside, along with his son Graham. Sam was a professional musician, and a Rush chaplain played the piano on the unit during his final hours.

In gratitude for his care at Rush and the Medical Center staff's kindness, the family asked that donations be made to Rush's Bone Marrow Transplant Fund.

Rush Among Top Five in Quality Study

Rush University Medical Center again has received the UHC's (University HealthSystem Consortium) Quality Leadership Award, ranking fifth in the UHC's annual study of 101 academic medical centers. Rush is the only medical center in Illinois to be listed among the top 10.

Our performance in this year's study is particularly special, because it marks Rush's return to the top five for the first time since 2009.

Overall, it is the sixth time since the Quality and Accountability Study began in 2005 that Rush has been ranked in the top 10, and the Medical Center's fifth appearance among the top five. Medical centers that demonstrated excellence in delivering high-quality care in the study receive the Quality Leadership Award.

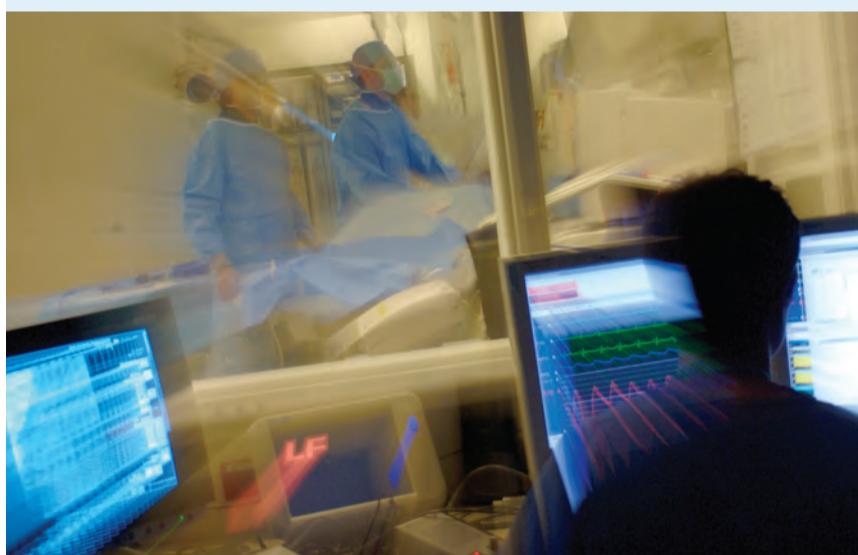
The 2013 study evaluated 101 of the UHC's principal member institutions on the basis of mortality, effectiveness, safety, patient centeredness and equity of care. In every year that the study has been conducted, Rush attained a perfect score in the equity of care category, which means that the results of our patients' care do not vary due to differences in patients' gender, race or socioeconomic status.

Even more significant is this year's improvement in our score for patient safety. Rush ranked 18th in this category, a dramatic improvement on the previous year and the biggest factor in Rush returning to the top five in the overall rankings. More important, it shows that we are taking great care to reduce infections, protect against postoperative complications and ensure that the care we provide is safe as well as effective.

The study examined data provided by member hospitals through the UHC's comparative Clinical Data Base and Core Measures database. In addition, the study reviewed source data from the publicly reported Hospital Consumer Assessment of Healthcare Providers and Systems survey conducted by the U.S. Centers for Medicare and Medicaid Services.

The results of the study were announced Oct. 17 at the UHC's annual conference, which was held in Atlanta. Based in Chicago, the UHC is an alliance of 118 academic medical centers and 299 of their affiliated hospitals representing the nation's leading academic medical centers.

"Patients look to academic medical centers to provide advanced, innovative care, so it is an especially great honor that the UHC again has ranked Rush among the top five in our peer group," says Larry J. Goodman, MD, Rush CEO. "Our performance on the UHC study reflects the skill, dedication and effort of everyone at Rush, and I congratulate you on it."



What should Rush aim to be in 2025?

What goal should we set for the Medical Center in all that it does?

RUSH VISION 2025

These are important questions. Rush recently has begun a process to consider these and many more questions in order to establish the Rush vision for 2025. We will continue to share more details about the process in the coming months, with the aim of having a board approved vision statement by June 2014.

Since 2004, Rush has been guided by our current vision to become the medical center of choice in Chicago and among the best in the nation. We have made great strides toward achieving the vision, which is reflected both physically in our campus transformation and in measurable outcomes such as ranking among the top hospitals in the country in numerous surveys. Now it is time to look ahead to the next 10 years — and beyond.

A vision provides the destination where Rush is headed in the future. The vision statement should

be inspirational and be the glue that keeps us headed in a unified direction. It will help to tell our story, internally and externally, and will help us prioritize investments and develop program focus.

Health care is changing. Education, research and the needs in our community also are changing. Although much has been written about the uncertainty and anxiety associated with these changes, the future is exciting. We remain passionate about our current vision for Rush University Medical Center. How it gets expressed in our efforts to be a successful health system in the future merits review and articulation.

It is an important time at Rush, and all of us who work at the Medical Center have an opportunity to help make a bigger impact than ever on those we are serving. We will ask for your input on this process in the coming months.



News Briefs

COMMUNITY PROGRAMS

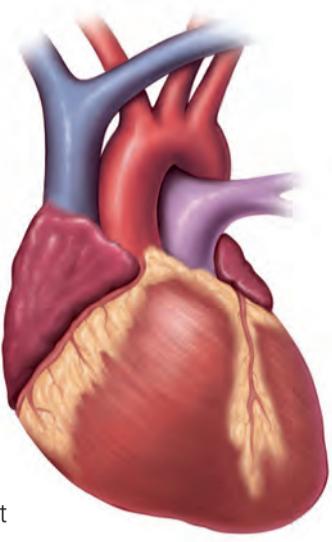
Culture of a Woman's Heart

Saturday, Feb. 22, 8 a.m. to noon

Searle Conference Center

You may be aware that heart disease affects women differently than men, but did you know that your ethnicity can have an impact as well? Join experts at Rush for an informative program that will outline your risk factors based on your ethnicity and explain how you can take charge of your heart health. Breakout sessions include groups for African-American/Black, Asian, Caucasian, Latina and Southeast Asian participants.

To register for these events or for more information, please call (888) 352-RUSH (7874) or visit www.rush.edu/events.



Symptoms and Treatment of Irritable Bowel Syndrome

Tuesday, March 11

Join physicians at Rush for a free, online discussion of this sensitive topic. From the privacy of your own computer, you'll learn about irritable bowel syndrome, how to reduce your risk factors for it and the available treatment options. The seminar begins at noon and includes a brief presentation followed by a question-and-answer period. You can submit questions in advance via Twitter using the #rushhealthchat tag or send an email to health_chat@rush.edu.

For more information or to register, please visit rushuniversity.webex.com. Once you register, you will receive an email with instructions on how to watch or participate in the seminar.

THE INTERPROFESSIONAL CONTINUING EDUCATION OFFICE

Rush's Interprofessional Continuing Education (IPCE) Office is open and available to serve Rush staff. The IPCE office was created from the merger of Rush's continuing medical education provider unit office and its continuing nursing education provider unit office.

Led by Mary Grantner, director of interprofessional continuing education, the IPCE office provides assistance for continuing education program planning and evaluation and offers a streamlined process for rapid program turnaround. It currently serves most clinical disciplines, including physicians, physician assistants, nurses, occupational therapists, occupational therapist assistants, physical therapists, physical therapist assistants, respiratory therapists, social workers and those working in nutrition, psychology and speech-audiology.

The office is located in room 234 of the Johnston R. Bowman Health Center. Please contact the IPCE office at ext. 2-7119 or at CE_Office@rush.edu with any questions or for more information.



The IPCE staff, left to right: Erin Gallagher, Linda Trinley, Mary Grantner, Leticia Bardac and Edwin Pietrzak

LOOKING FOR PEOPLE NEWS?
GO TO INSIDE.RUSH.EDU AND SEE "APPOINTMENTS AND KUDOS" IN THE LEFTHAND COLUMN

BEYOND VITAMIN C: FOUR NUTRIENTS YOU MAY NOT KNOW TO FIGHT COLDS AND FLU

At Rush, keeping people healthy includes helping Rush staff, employees, students and volunteers lead healthy lifestyles. As part of that effort, Jean Alves, MS, RD, LDN, a clinical dietitian at Rush, offers tips on healthy eating and activity.

Once again, we're in the midst of cold and flu season, and many of us have revived perennial health and hygiene rituals in the hopes of staving off germs. Some of these practices are genuinely effective ways to decrease the risk of getting sick, like regularly washing hands or deftly avoiding doorknobs and elevator buttons. However, you may be overlooking others and overrating one in particular — namely, loading up on vitamin C.

Vitamin C always gets great PR this time of year, but it's actually overrated, and its media attention is unwarranted. While ingesting too little vitamin C may make you more vulnerable to the common cold, vitamin C deficiency is decidedly uncommon.

It is recommended that adult men get 90 milligrams of vitamin C daily, and adult women get 75 milligrams daily.

To put these amounts in perspective, men and women get more than their daily dose in just half a cup of red bell peppers, which provides about 95 milligrams. You can also get more than your daily dose from one 8-ounce glass of 100 percent orange juice.

Studies show that there are few to no benefits of getting extra vitamin C. Mega doses of the nutrient definitely do not keep you from getting sick, and it may not do much to relieve your symptoms once you become sick.

However, there are other players in the food field that are more deserving of attention, even though they may not be household names.

- **Luteolin** – a flavonoid (compound synthesized by plants) found in rosemary, sage, thyme and artichokes that may act as a natural antihistamine and soothe congestion and other respiratory symptoms.

• **Quercetin** – a flavonoid found in apples, berries, plums and red onions that supports lung health and may relieve chest and nasal congestion.

• **Selenium** – an antioxidant mineral that may decrease the duration of flu symptoms, including lung inflammation; You can get this nutrient from meats, nuts, whole grains and shellfish.

• **Zinc** – a mineral found in beans, seeds, grains and poultry; There is evidence that zinc may reduce the severity of symptoms and shorten the duration of the common cold.

To really protect yourself from cold and flu this winter, skip the vitamin C supplements. Instead, focus on eating a balanced and varied diet every day, especially one that is rich in fruits, vegetables and whole foods. And keep cleaning your hands.

THONAR AWARD WINNER HAS COMPASSION ON THE BRAIN

What motivates you to do your job well?

"Rush has an extremely supportive and caring staff, at all levels. They provide excellent patient care, and I'm trying to contribute to that continuum of care."

James A. Young, MD, chairperson of the Department of Physical Medicine and Rehabilitation, nurtures that contribution every day at Rush. A specialist in treating brain injuries, Young has been praised by patients and colleagues for the dedication, compassion and hope he brings to the care of his patients.

"His perspective [is] that there is always another option to pursue, there is always a chance to increase quality of life or adapt a difficulty into a capability," says Tovah Roberts, a student in the Rush College of Nursing's Generalist Entry Master's program who worked with Young previously as a Rush bioethicist.

In recognition of his efforts on behalf of patients with disabling brain injuries, Young received the 2013 Eugene J-MA Thonar, PhD, Award. This honor is given each year to a member of the Rush community — a staff member, student or volunteer — who has helped to further the Medical Center's commitment to providing opportunities for people with disabilities. It is named for a retired Rush professor of biochemistry and orthopedic surgery who himself overcame a disabling illness and become an internationally renowned researcher.

Young's work at Rush goes beyond his official duties, which include a full complement of inpatient and outpatient care, plus his administrative responsibilities as department head and director of the residency program. In addition to his clinical practice, he



James A. Young, MD, consults with a patient.

volunteers weekly with the Rush Neurological Family Information Group, which he founded in 2002. This group of volunteer health professionals provides information and guidance to the family members of brain injury patients at Rush.

"It is an educational group," Young explains. "Families of brain injury patients are lost, they're overwhelmed. We help them to ask the right questions and guide them on where to turn for assistance."

Another important part of Young's work involves his membership in the Rush Americans with Disabilities Act (ADA) Task Force, which develops and implements policies for people with disabilities. The task force also educates the Rush community about accommodating employees, students, faculty members and patients with disabilities. Young is especially proud of this group because of its focus on helping to advocate for people with disabilities.

"Americans with disabilities are a silent majority," he says. "In a very quiet and humble way, the ADA task force protects these people and alerts the administration and the community to what their needs are."

Young also devotes time to the Rush Advanced Trauma Training Program for Illinois National Guard and Reserve medics who are about to be deployed in conflict areas. He provides training in the assessment of traumatic brain injury, giving the medics the capacity to speed treatment when minutes can make a great difference in a patient's outcome.

In addition, Young is working to advance treatment for patients with brain injuries. He is a principle investigator in a multi-site, NIH-funded study that is evaluating various therapies for brain injury to determine how individualized treatment is associated with improved function.

Even with all that he's accomplished at Rush, Young is still humbled by receiving the 2013 Thonar award. "I sincerely appreciate receiving this honor and hope to follow in the achievements from past award recipients," he says. "Dr. Eugene Thonar has served as an inspiration to everyone at Rush, and it's a privilege to carry this honorable title for 2013."



NEWSrounds

RUSH BUILDS ROAD HOME FOR VETERANS

More than 75,000 Illinoisans have been deployed to Iraq or Afghanistan since Sept. 11, 2001, and post-traumatic stress disorder (PTSD) and traumatic brain injury (TBI) occur among an estimated one-third of returning veterans.

These invisible wounds of war are complex and highly individualized, and can impede the ability to reintegrate at home and at work. All too often, these

conditions go untreated, with tragic consequences: On average, 22 veterans in the U.S. commit suicide each day.

To address the full range of challenges facing veterans suffering from trauma-induced disorders and injuries, as well as the unique needs of their family members, Rush has established The Road Home Program: The Center for Veterans and Their Families at Rush.

Chicago-area leaders — including U.S. Representatives Danny Davis and Tammy Duckworth, U.S. Sen. Dick Durbin, Chicago Mayor Rahm Emanuel and Second Ward Alderman Bob Fioretti — joined U.S. military veterans and doctors, nurses, counselors and staff at Rush on Feb. 21 to dedicate the center, which began seeing patients March 10.

"Our men and women who come home ... (often) are coming home with an undiagnosed medical condition ... They should be able to get the help that they need," said Duckworth, an Iraq War veteran who lost both of her legs during combat. "I want to thank all the staff members whose day to day work with our veterans allows them to move on and be successful so that they too can pursue the American dream."

Part of the Rush Department of Psychiatry, The Road Home Program is led and staffed by veterans of the U.S. Military. The program

provides confidential outpatient care, counseling and related services to veterans and their families dealing with PTSD, TBI, military sexual trauma and other mental health challenges. In addition, the program's staff provides referrals to other peer veteran social programs that provide housing assistance, job training, financial assistance, and other services to help ease veterans' transitions back into civilian life.

"You would think that coming home would be the easy part, but transitioning from military to civilian life is often a challenge," says Mark Pollack, MD, medical director of The Road Home Program and chairperson of the Rush Department of Psychiatry. "We want to ensure that Illinois veterans with a mental health condition or TBI and their families can connect with the care and resources they need to overcome the far-reaching effects of these challenges and take control of their health and family life."

Watch a video from the dedication on Rush's YouTube page at <http://rsh.md/RoadHomeDedication> and see photos of the dedication at the Rush University Medical Center Facebook page.

Funding to establish the center came from a number of philanthropic organizations, including Welcome Back Veterans, an initiative of the Robert R. McCormick Foundation and Major League Baseball, which donated \$1 million for the new center at Rush and has helped establish centers of excellence at seven other academic medical centers around the country. Other contributing donors include the Crown family, Bank of America, the Michael Reese Health Trust, State Farm Insurance Companies, the Field Foundation of Illinois and MillerCoors.

To learn about an upcoming Road Home Program event, see page 4. For more information about The Road Home Program: The Center for Veterans and Their Families, go to roadhomeprogram.org or please contact william_beiersdorf@rush.edu or tanjisa_williams@rush.edu.



U.S. Representative Tammy Duckworth and Chicago Mayor Rahm Emanuel

Rush Celebrates DIVERSITY WEEK

Rush celebrated diversity and worked to further advance the Medical Center's culture of inclusion during diversity week, which took place at the end of February. An annual series of events at Rush, diversity week helps members of our community to understand each other better and to work together better.

This year's events included a community fair; panel discussions about women in leadership roles and the importance of fatherhood; presentations about working with transgendered people and the aging of the HIV/AIDS patient population; and more.

Friese Receives Clapp Award
The centerpiece of diversity week was the fifth annual J. Robert Clapp, Jr., Diversity Leadership Award ceremony. The recipient of this year's Clapp award was Tanya Friese, MSN, RN, CNL, continuing nursing education manager at Rush University and instructor in the Rush University College of Nursing.

Rush CEO Larry Goodman, MD, and Laura Clapp, the widow of Robert Clapp, presented Friese with the award, which honors a person at Rush for contributions to diversity and inclusion at the Medical Center.

At the time of his death in 2012, Robert Clapp was executive vice president of Rush and executive director of Rush University Hospitals. Clapp also was chair of Rush's Diversity Leadership Council, which sponsors diversity week and established the award in 2010 to honor him as a leader of Rush's diversity efforts.

"Mrs. Clapp, please know that I gratefully accept this award in your husband's name with the charge to continue his work in promoting and sustaining a culture of diversity and inclusion at Rush," Friese said in accepting the award.

Friese was honored for her dedication to working with underserved populations throughout her nursing career. These groups have included people with physical and intellectual disabilities, veterans, older adult immigrants, individuals who are homeless, and patients in Latin America.

Friese is the diversity and inclusion liaison for the Rush University College of Nursing and serves on multiple Rush committees involved in advancing diversity. She is guided in all her endeavors by her own experience as a person with disabilities resulting from her service as a hospital corpsman in the U.S. Navy.

"We do not view the diversity of our employees or patients as mere numbers. We embrace the wide view of meaningful differences among individuals: culture, generations, thought processes, priorities, social and emotional context," Friese said. "Then we employ inclusion as the vehicle to get things done."

Preckwinkle Discusses Health Care and More

Following the Clapp Award presentation, guest speaker Toni Preckwinkle, president of the Cook County Board of Commissioners, discussed the public health and criminal justice systems in a question-and-answer session with the audience.

Preckwinkle began by noting that 80,000 previously uninsured people in Cook County have enrolled in County Care, the expansion of Medicaid with funding provided by the federal Affordable Care Act (aka Obamacare). An additional 50,000 people have applied for the program, according to Preckwinkle. "We see county care as the future of our health care delivery system," she said.

Providing a larger number of people with health insurance in turn enables a shift from emergency room care to primary care, which "is what our uninsured and



Tanya Friese, MSN, RN, CNL, (far right) embraces Laura Clapp after receiving the J. Robert Clapp, Jr., Diversity Leadership Award from Clapp and Larry Goodman, MD (left).



Toni Preckwinkle, speaking at the Clapp award ceremony

underinsured desperately need," Preckwinkle said. She observed that this shift also reduces costs in the health care system. For example, she said, a person who reports at an emergency room with a headache may receive a costly

MRI, while one who sees a primary care doctor will be asked about stress levels and water intake.

For more information about diversity events at Rush, read the diversity page on Inside.rush.edu.

Rush Transforms Care FOR ITS SMALLEST PATIENTS

The Rush Family Birth Center opened on March 9. With labor and delivery, the mother baby unit and NICU all on one floor, this center is transforming the care offered to babies and their families at Rush.

Hundreds of Rush employees started their day at 5 a.m. to help with the move, donning green shirts with "Family Birth Center" on the back. These collaborative teams included nurses, patient care technicians, physicians, students, information services professionals, environmental services staff, transport team members, security officers, food and nutrition staff, engineering staff and many more.

Whether staff members were wheeling Rush's youngest patients to their new private rooms in the neonatal intensive care unit (NICU), packing up items in crates or boxes, saying tearful farewells to the old space or high fiving in the halls, it was a day to remember and be proud of at Rush.

Paige Stephan, MDiv, staff chaplain, helped staff say goodbye to their old spaces. "We have walked into the sacred space of these rooms to meet moms and families, some of them our own nurses and doctors, who have welcomed tiny new bundles of love — their whole lives turned upside down, and we have cared for them here," she said.

Learn more about the Rush Family Birth Center at transforming.rush.edu.



Glydan Hoffman, PCT, carefully places newborn Angie in the arms of her mother, Margarita Gonzalez, prior to their move into their new room in the Family Birth Center.



Employees from the Family Birth Center assist in the move on March 9.



Rebecca and Charles Parker with daughter Gabriella, born March 7, in their new room in the mother baby unit at Rush



Nurses from the mother baby unit meet before the move. From left to right, Paula Redding, Tia Zografos, Mary Coughlin and Patrice Hupke.

NEWSrounds

May 2014

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RUSH

Rush is a not-for-profit health care, education and research enterprise comprising Rush University Medical Center, Rush University, Rush Oak Park Hospital and Rush Health.

RUSH STUDENTS MAKE GREAT LEAP FORWARD ON MATCH DAY

They cheered, hugged and literally jumped for joy as fourth-year Rush Medical College students learned where they will be receiving their residency training on Match Day, which this year took place on March 21 at medical schools nationwide. A total of 123 Rush students were matched with residency programs in 21 specialties at 76 institutions.

Match Day is the culmination of fourth-year medical students' process of applying and interviewing for residency programs at health care institutions across the country. Once they're finished interviewing, students rank their choices in a computerized system, and the programs in turn rank their top student picks. The National Residency Matching Program determines the matches, which by tradition are released at the same day and time to all participating medical students nationwide.

Rush held this year's Match Day event at the Union League Club in downtown Chicago. The gathering was hosted by Larry Goodman, MD, Rush CEO, and Rush University president, and Thomas Deutsch, MD, Rush University provost and dean of Rush Medical College.

Internal Medicine was the most popular specialty among Rush students, with 31 of them matching into residency programs in this area, followed by emergency medicine (18 matches) and pediatrics (14). Not surprisingly, many students chose to remain at Rush for their residencies — the Medical Center will provide residencies for 17 students, the largest number of any institution by far.

You can experience the excitement for yourself by watching a video of the event on Rush's YouTube channel and seeing photos from Match Day on Rush's Facebook page. You also can see a complete list of matches by specialty and institution by going to rmc.rushalumni.org/match.



Rush medical student Mitchell Farag is thrilled by his residency match.

SAVE THE DATE – Rush University Commencement is May 22

The Rush University 42nd Commencement ceremony will be held on May, 22, at University of Illinois at Chicago Pavilion. Commencement is a special time for our graduates and their friends and family. To learn more, please visit www.rushu.rush.edu.

EMPLOYEE Awards

Receiving a recognition award is cause for celebration. And that's just what we asked these winter award recipients to do when we took their photos — to have some fun and celebrate. They certainly have earned it.

CLINICAL EMPLOYEE AWARD

Kim Tavajian, BSN, CCRN, RN II, surgical intensive care unit (SICU)

"Kim found out a patient's mother was having a birthday and wanted him to have something to give her. On her day off, Kim went to the store, bought a card and gift and then drove over an hour to the hospital to give the gift to the patient for his mom. The patient passed away shortly after." — Ann Lough, RN, unit director, SICU

Kim's job responsibilities:

- Bedside nurse who cares for critically ill patients
- Performs extracorporeal membrane oxygenation perfusion



NONCLINICAL EMPLOYEE AWARD

Vernon Cail, project coordinator, Department of Preventive Medicine

"A research assistant in the Department of Preventive Medicine for about 1½ years, Vernon has been instrumental in the department's studies of child obesity. His ability to make parents comfortable talking about sensitive issues and to gently encourage them to try new weight management strategies has been critical to retaining families in these studies."

— Brad Appelhans, PhD, assistant professor, preventive medicine

Vernon's job responsibilities:

- Recruiting study participants and facilitating referrals from health care providers and community organizations
- Performing the screening protocol and scheduling in-house data collection visits
- Executing data collection by telephone and in-home interviews
- Assisting with the preparation, organization and maintenance of data

Go to Rush University Medical Center's channel on youtube.com to see a video about Vernon's work.



MANAGER AWARD

Cheryl Siegall, MS, RN, unit director, Rush Day Hospital

"From the beginning, Cheryl has balanced her clinical expertise with her management savvy and growing expertise in the business of mental health care. Every day she works alongside us, modeling, teaching, mentoring and inspiring us. Her passion for what she does is contagious, and we can't help but be as enthusiastic about our work as she is." — Dee Dee Sanford, RN-BC, MBA, assistant unit director, Rush Day Hospital

Cheryl's job responsibilities:

- Overseeing clinical and administrative responsibilities for programming and patient care at the Rush Day Hospital



PATIENT SATISFACTION

"STAR"

Here's what Rush patients had to say about these stars:
cheerleader, exemplary, wonderful, phenomenal, sweet, courteous, prompt, intuitive, compassionate, patient, respectful, resourceful



Cara Murphy - Outpatient Physical Therapy
(not pictured)



Carrie Daly, RN - Nurse Manager, Radiation Oncology

Angela Roberson - Environmental Services



Sam Zakhira - Manager, Valet Parking



Rey Vela, RN - Neuroscience



Mary Coughlin, RN - Mother Baby Unit

WINTER 2014

TEAM AWARD

13 East CAUTI Reduction Task Force

Fred Brown, RN, unit director, orthopedics
Kydie Schriver, RN, BSN, ONC, assistant unit director, orthopedics
Mary Carol Racelis, APN, clinical nurse specialist, orthopedics
Deana Ruby, APN, ACNP-BC, nurse practitioner, orthopedics
Myriam Guillen, process improvement consultant, Quality Improvement
Edwin M. Goodwin, RN, infection control preventionist, Department of Infection Prevention and Control (not pictured)
Patty Nedved, MSN, RN, CENP, associate vice president, Professional Nursing Practice (not pictured)

In an effort to reduce its catheter-associated urinary tract infections (CAUTIs), the unit formed a task force, which included a process improvement consultant, nurse leaders, an advance practice nurse, a clinical nurse specialist, an infection prevention consultant and a senior nurse leader to provide guidance. The team investigated the literature to look for best practices on the reduction of CAUTIs, performed audits, gathered data and analyzed the problem. They developed an action plan based on the analysis and successfully reduced infections. The work that was performed on 13 East Tower is now the standard for reducing CAUTIs throughout Rush.



RUSH VALUES AWARD

Cesar Mendoza, interpreter, Interpreter Services

"When I was giving directions to 7 Kellogg [for a patient], Cesar said that he would escort the family to the lab for testing and bring them back to 710 Professional Building. Cesar spontaneously offered this assistance."

— Susan Hauptman, registered respiratory therapist, pediatric pulmonary

Cesar's job responsibilities:

- Conducting medical and general interpretation for Medical Center staff, patients and their families, and visitors
- Coordinating the installation of Interpretalk phones (over-the-phone interpreters) for the Medical Center



Norah Scannell, RN I, geriatric psychiatry

"Her commitment to the I CARE values is transparent through her clinical performance. She displays respect, compassion and a nonjudgmental attitude toward patients and families. She stays calm in difficult situations."

— Carmen Yu, RN II, geriatric psychiatry

Norah's job responsibilities:

- Directing patient care tasks, including physical care, medication administration, and patient and family education
- Serving as a charge nurse on the floor, which includes screening admissions, setting staffing and acting as first in chain of command for any issues that may arise during a shift



CAROL STEGE AWARD

This award recognizes outstanding performance in the departments of medical center engineering (MCE) and environmental services (EVS).

Shenita Thomas, EVS technician, EVS

Shenita's job responsibilities:

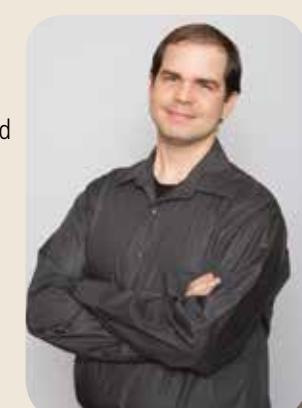
- Cleaning patient rooms and discharge rooms on 7 Atrium



Doug Keltt, biomedical electronic repair, MCE

Doug's job responsibilities:

- Servicing automated guided vehicles, cameras, nurse call systems and card access machines



News Briefs

AU BON PAIN IS COMING TO TOWER

In early March, construction of a new Au Bon Pain kiosk location began on the fourth floor of the Tower, across from the Smith Family Lounge. If everything proceeds according to schedule, the kiosk will open in late May.

Au Bon Pain is a fast casual bakery and café chain that already has locations on the fourth floor lobby of the Atrium Building, the first floor of the Professional Building and the second floor of the Triangle Office Building.

Like the other Rush locations, the kiosk will serve coffee, juice, soda, pastries, sandwiches and salads. However, it will not serve hot meals, which are available at only the Atrium location.

During construction, a temporary wall has been set up around the area in which the kiosk is being built to minimize distraction and disruption in the area. The hallway around the construction area will remain open.

The fourth floor Atrium Building location also will be remodeled later this year. Remodeling work tentatively is scheduled to begin in late May.

Look for details about this renovation and the opening of the fourth floor Tower Au Bon Pain on Inside Rush and the Rush News e-newsletter.



Rush Fitness Center Opening Soon

Construction has started on the new Rush Fitness Center, which is scheduled to open in the summer of 2014.

Designed with input from across the Medical Center, the fitness center will provide employees, residents and students the opportunity to get in shape, lose weight, be more active or unwind after a busy day.

[Here are more details about the center:](#)

Location: Conveniently located on the ground floor of the Staff and Student Parking Garage

Hours: Open Monday through Friday, from 5:30 a.m. to 9:30 p.m., and Saturday from 7 a.m. to 5 p.m.

What will be offered: The facilities will include a fitness studio, a cardio and strength training area, and men's and women's locker rooms and showers. A wide range of equipment will be available, from ellipticals, treadmills and bikes, to modern circuit and free-weight training equipment. Personal training also is available, as well as a variety of group exercise classes.

Who can join: The center will be available to all Rush employees, students and physicians.

Cost: There will be an enrollment fee of \$50. Monthly dues will be \$38 for employees and physicians; and \$26 for students and residents. Lower monthly rates are available for select employees based on hourly pay rate.

Check out Inside Rush (Rush's intranet) for more information. If you have any questions, email rushfitnesscenter@rush.edu or call ext. 7-BFIT (7-2348).



CALL THE RUSH HOTLINE WHEN SOMETHING'S NOT RIGHT

Did you know that Rush has a hotline for reporting anything that "just doesn't seem right"? Reports can be made via the phone line, **(877) RUSH-4009** (877-787-4009), and online at www.rush.ethicspoint.com.

The Rush hotline is confidential and anonymous and is available 24 hours a day, 7 days a week. Rush takes all reports very seriously, and will look into each report and follow-up when further action is appropriate.

The following are some examples of issues that can be addressed through the Rush hotline:

- Accounting and financial
- Confidentiality
- Gifts and donations
- Misuse of company resources
- Physician relations
- Workplace safety
- Compliance with laws and standards
- Fraud and theft
- Harassment and inappropriate behavior
- Patient care and patient rights
- Research

For confidentiality, both the phone line and website for the Rush hotline are hosted by an outside vendor, Navex/Ethicspoint. When reporting a potential issue, please be prepared to provide detailed information. Without enough information it may not be possible to properly investigate the issue.

Questions about the Rush Hotline can be directed to the Compliance Department at (312) 942-5303. Learn more at www.rush.ethicspoint.com.



THE ROAD HOME PROGRAM TO HOST SESSION ABOUT CARING FOR MILITARY VETERANS

Join the staff of the Center for Veterans and Their Families at Rush, also known as the Road Home Program, on Friday, May 16 for **Military 101: Veteran Culture and What You Need to Know**. Members of the Rush community are encouraged to participate.



May 16

Military 101: Veteran Culture and What You Need to Know

Gain a better understanding of the culture of military veterans and how to provide care that is sensitive to that culture. This presentation will take place on Friday, May 16, from 8:30 a.m. to 12:30 p.m. in Room 540, Armour Academic Medical Center. Speakers will include Road Home staff members Alison Zalta, PhD, clinical psychologist; Kevin Russell, MA, LCPC, program manager; and Ellen McElligott, outreach coordinator. The speakers also will include representatives of Health and Disability Advocates, a Chicago-based nonprofit organization that works to improve health care access and services. Continuing education units are available for licensed social workers, counselors, and marriage and family therapists who attend this event. To RSVP, please email team@roadhomeprogram.org. This event is being presented by Health and Disability Advocates in collaboration with the Road Home Program and the Rush University College of Nursing.

SHEER EUPHORIA! RUSH RAISES MONEY FOR ST. BALDRICKS

Hairs literally were standing on end, and even more hair ended up lying on the floor, as Rush hosted its annual St. Baldrick's fundraising event on Feb. 28.

A crew of amateur barbers, including Rush pediatric cancer patients, shaved the heads of volunteers during the event, which took place on the first floor of the Tower. Medical students, physicians at Rush and even children received the buzz cuts as a show of support for children with cancer, who often lose their hair during treatment.

The volunteers also raised funds for pediatric cancer research by soliciting donations from family and friends. The money was donated to the St. Baldrick's Foundation, a not-for-profit organization that provides more pediatric cancer research funding than any organization other than the U.S. government.

Watch a video of event highlights on Rush's YouTube channel and see photos from the fundraiser on Rush's Facebook page. And you can read a story about one of Rush's pediatric cancer patients, who shaved the head of a Rush medical student who raised more than \$10,000. The details are on the Rush News Blog, rushnews.rush.edu.



Dillon Sandusky gets his head shaved during the St. Baldrick's fundraiser at Rush on Feb. 28.

LOOKING FOR PEOPLE NEWS?

GO TO INSIDE.RUSH.EDU AND SEE "APPOINTMENTS AND KUDOS" (LEFT).

1) Bradley Hinrichs, Rush administrative vice president of transformation (at podium) and Larry Goodman, MD, Rush president and CEO (left), accept the Human Rights Campaign Corporate Equality Award.

2) Left to right: Malyeo Shyn, RN, medical intensive care unit, and Maureen Finigan, RN, labor and delivery, share their thoughts as part of "A Conversation About Respect."

3 and 4) Diversity week included the annual Thonar Award ceremony, which honors members of the Rush community for their contributions to turning disability into possibilities. Left to right: The award's namesake, Eugene J-MA Thonar, PhD, the George W. Stuppy, MD, Professor of Arthritis, speaks during the ceremony; and William A. Bogdan, disability liaison for the Illinois Secretary of State, congratulates Rush on the Medical Center's commitment to disability issues as Susan Bova interprets for the hearing impaired.



NEWSROUNDS EXTRA

RUSH FINDS STRENGTH IN OUR DIFFERENCES DURING DIVERSITY WEEK

Rush celebrated its culture of inclusion and provided opportunities for members of the Rush community to learn more about how to treat our patients and each other with respect during Diversity Week, Oct. 26-30. The week included a series of presentations, performances and conversations about diversity and respect.

"At Rush, both our patients and the people who work and go to school here come from a broad range of ethnic, cultural and religious backgrounds," observes Bob Clapp, senior vice president for hospital affairs, executive director of Rush University hospitals and chair of Rush's diversity leadership initiative.

"In order to work well together and provide effective, appropriate care, we want to continue to encourage everyone here to make Rush a place where our differences are accepted, understood and valued. The events held during Diversity Week are part of our effort to achieve that goal."

"Diversity Week was a vibrant example of what makes Rush great," adds Paula Brown, MBA, project coordinator, Rush Office for Equal Opportunity.

"Members of the Rush community shared their differing experiences and perspectives with each other in a positive, constructive way. These exchanges help us work better with each other and interact with our patients better, which truly affects patient care."

Rush's diversity commitment also was recognized by the Human Rights Campaign (HRC), the nation's largest lesbian, gay, bisexual and transgender (LGBT) civil rights organization, which honored the Medical Center with the HRC Corporate Equality Award during its annual Chicago Gala Dinner on Saturday, Nov. 7.

Diversity Week was organized by the Diversity Leadership Group (DLG) at Rush. The group was established in 2007 to help the Medical Center with direction and guidance regarding improvements in diversity, inclusion and equity. The DLG is composed of members from throughout the medical center, all of whom are striving to increase diversity at Rush.



Josepha Campinha-Bacote, PhD, president and founder of Transcultural C.A.R.E. Associates, speaks on the topic "A Culturally Conscious Model of Health Care Delivery at Rush."

In recent years, Rush's efforts have resulted in a number of accomplishments in promoting diversity and inclusion, including the following:

- Senior executive management has received training in diversity and inclusion.
- Annual mandatory online training for faculty and staff now includes a diversity module, and diversity goals now are part of all managers' performance appraisals.
- From 2006 to 2009, the percentage of senior officer positions filled by under-represented minorities and women has risen from 2 percent to 22 percent and from 34 percent to 44 percent, respectively.
- Rush also has increased the number of under-represented minorities on the Rush Board of Trustees.
- Rush has established a program to increase the amount of business the Medical Center conducts with women- and minority-owned companies.
- Rush received top-10 national ranking from the HRC for equal treatment of the LGBT community.

The DLG Web site provides the latest and most comprehensive information about what Rush is doing to enhance diversity in employment, patient care, education, research, community service and Rush Transformation work. To learn more, go to <http://iris.rush.edu/diversity> or please send an e-mail to Diversity_Rush@Rush.edu.

1) Sharon D. Gates, MA, director, Office of Community and Global Health, and interim director of multicultural student affairs at Rush, receives the inaugural J. Robert Clapp, Jr. Diversity Leadership Award (see related story, page 8). The award is named in honor of Rush's senior vice president for hospital affairs and executive director of Rush University hospitals. Left to right: Gates, Clapp and Larry Goodman, MD, Rush president and CEO.

2) (Left to right): Dwight McBride, PhD, MA, dean of the College of Arts and Sciences, University of Illinois at Chicago, and Sue Gin, chairperson and CEO, Flying Foods and Rush Trustee, participate in a panel discussion about the value of diversity in health care and education. Lois Halstead, PhD, RN, vice provost and vice president of university affairs at Rush, moderated the panel, which also included Martin R. Castro, JD, vice president of external affairs, Aetna Foundation, and Peter Weil, PhD, vice president, American College of Healthcare Executives.

3) Martin Castro speaks at the panel discussion.

4) Actors from Chicago's Victory Gardens Theater perform a reading of "Of Jewels and Dreams," a play written by Sarah H. Ailey, PhD, RNC, associate professor, Rush Department of Community, Systems and Mental Health Nursing. Ailey also was one of the recipients of this year's Eugene J-MA Thonar, PhD, Award.

5) Actors from Chicago's famed Second City improvisational comedy troupe act out a workplace conflict as part of the "Respect in Action" presentation.

6) Audience participation during the "Respect in Action" event.



NEWSrounds

BEST FACE FORWARD: RUSH LAUNCHES NEW RUSH.EDU

Rush has unveiled a completely redesigned version of rush.edu, the Medical Center's website for the general public. It includes a more inviting design, easier navigation and many other new features that enhance the way the site communicates with prospective patients about services at the Medical Center.

"The new site is a huge boost to the most important part of Rush's marketing program, and it will better support growth of clinical services throughout the Medical Center," says Lori Allen, associate vice president, marketing and communications.

The following features are some of the improvements you'll find at the new rush.edu:

Easy on the Eyes — The new site includes an abundance of colorful photos showing people working at Rush and the patients we're helping. It also uses adjustable font (lettering) sizes and more white space to make reading information easier.

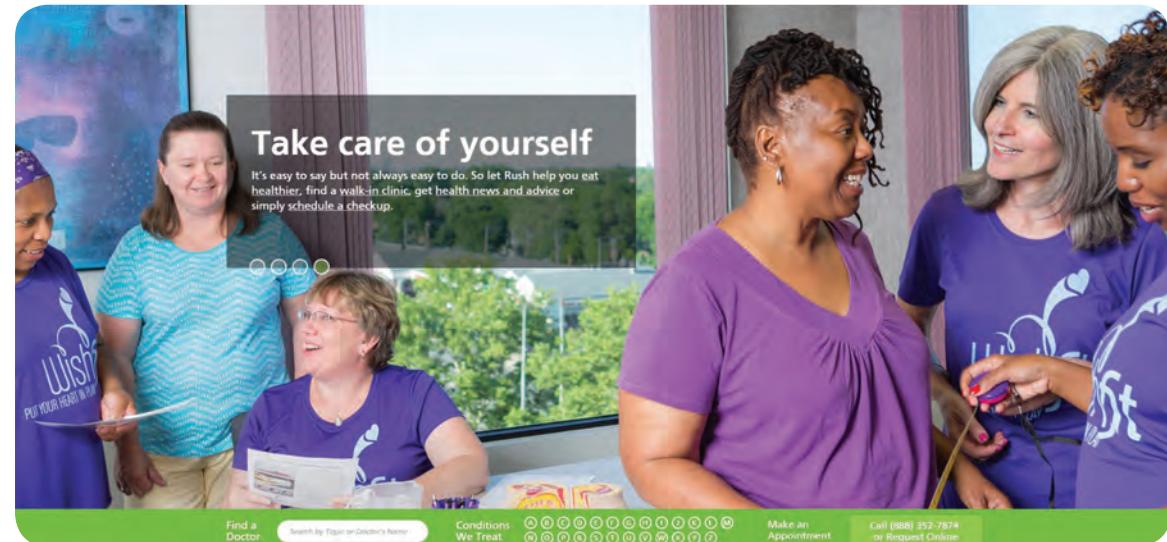
More and Better Information —

After conducting extensive research about the types of information consumers seek online, the Rush marketing team created hundreds of new Web pages about specific conditions and treatments. This content was written to be friendlier and easier to read, while also increasing the likelihood of people finding the pages when doing a Web search for information.

In addition, the new rush.edu includes extensive patient-oriented health and wellness information, such as feature articles and interviews. This content showcases physicians from Rush as expert sources.

Connecting Patients to Care —

The site also is designed to help visitors take action, such as making an appointment. For example, someone looking for help with knee pain will be able to move easily from a page about knee



pain to a list of doctors and programs at Rush who treat it.

Goin' Mobile — To make it easier for people on the go to use it, the site uses a feature called responsive design. This Web design technology adjusts the presentation to fit whatever device is being used to view it, whether it's a desktop computer, laptop, tablet or smartphone.

Moving Pictures — The new rush.edu makes extensive use of videos to make the work we do

come to life and easier for patients to understand.

"Launching a new site of this magnitude truly has been a team effort and demonstrates the Rush values at their best," Allen says.

"We thank the many people across the Medical Center who helped contribute to this site's success by providing thoughtful feedback throughout the year-long effort.

The launch of the new site is just the beginning, though. Rush's

marketing team will continue to create additional content and make frequent updates to keep making rush.edu an even better way of connecting prospective patients with the Medical Center.

Give the new rush.edu a look (for best results, use Chrome or Firefox as your browser). If you have suggestions for the new site or want to let us know what you think of it, please email rumcweb@rush.edu.

RUSH INVESTS MORE THAN \$6 MILLION IN EMPLOYEE WELLNESS

Fitness Center, Wellness Program Bring Medical Center's Health Mission to Staff

Jennifer Lewis, MHA, RN, wants to look her best when she gets married in April. She also wants to be in good health.

So five days a week, Lewis works out on elliptical machines and treadmills at the new fitness center for employees, faculty and students that Rush recently opened on the Medical Center campus. "With work and family it's hard to find time to exercise," says Lewis, who has two teenage daughters from her first marriage and wants to keep her evenings free for her family. "Now that it's open, I go every day during lunch. I do 45 minutes of cardio,

shower and come right back to work. It's wonderful."

Lewis, who's the infection control coordinator for Employee and Corporate Health Services, is among the more than 1,000 employees, faculty and students who have joined Rush's fitness center since it opened on July 21. The \$3 million facility is a major new initiative in Rush's ongoing effort to promote the health of the people who work and go to school at the Medical Center. That effort also includes Rush's wellness program, Choose Health, which in July conducted its annual health screenings for

employees in the Medical Center's medical plan, backed by a multi-million dollar incentive program for those who participate.

"As one of Chicago's leading health care providers, we certainly understand the crucial importance that lifestyle choices make in a person's health. It's simply common sense for us to encourage our employees to maintain a healthy lifestyle, and we also have a responsibility to do it," observes Larry Goodman, MD, Rush CEO.

Developed over a period of more than a year with the guidance of 30 Rush employees, faculty and students, the 10,000-square-foot facility includes more than 75 pieces of cardio and strength training equipment, and men's and women's locker rooms. Located on the ground level of the Rush student/staff parking garage, it's managed and staffed by fitness professionals from Power Wellness, which also helped build the fitness center. You can take a look inside the fitness center by watching a video about it at <http://tinyurl.com/RushGetFit>.

The center offers inexpensive rates, including a discount for students

and employees who earn less than \$18 an hour. Nearly 30 morning, lunchtime and evening fitness classes are available each week at the center, including yoga, circuit training, core training and hip hop cardio.

For several years, Rush also has offered weekly line dancing and Zumba classes for employees, which are very popular, attended by an average of 60 to 70 people. Terri Robertson, a pharmacy technician, takes part in both classes as part of her weekly exercise routine.

Choose Health Helps Employee Shed Nearly 100 Pounds

Robertson was motivated to start her fitness regimen by the results she got in the past couple of years from a health screening offered by Choose Health. The wellness program has provided the free voluntary screenings since 2011. The screenings include measurements of body mass, blood pressure, blood sugar levels and other health indicators, giving employees like Robertson an opportunity to get checked for health risks and to take action to prevent serious illnesses and disease.



Terri Robertson

"We want to make sure that our employees are taking care of themselves as well as taking care of others," says Kathryn Foulser, Choose Health manager. This year's screenings, which took place in July, evaluated approximately 5,000 employees.

Robertson had been trying to lose weight, but couldn't do it on her own. She suffered from fatigue, frequent headaches and swelling and pain in her ankles and feet. Her Choose Health screening results were the last straw. "I just woke up one day and said, 'enough is enough,'" Robertson recalls.

continued on page 2



Members of the Rush Fitness Center staff test out equipment in the new facility.

RUSH PROVIDES NEARLY \$260 MILLION IN COMMUNITY BENEFITS

Hundreds of students, faculty and employees at Rush were involved in a wide range of programs to improve the health and well-being of the communities surrounding the Medical Center over the past year.

These efforts are summarized in "Lasting Impressions," this year's edition of Rush's annual community benefits report, which was published in June. You can read the report online at www.rush.edu/cbr.

Rush University Medical Center and Rush Oak Park Hospital together provided more than \$259 million in community benefits in fiscal year 2013 — an increase of roughly \$12 million from the previous year.

The majority of Rush's investment in the community, more than \$183 million, covered costs for unreimbursed but much needed care that Rush provides to its patients. It

includes charity care and financial assistance — which totaled more than \$37 million — and subsidized care for Medicare and Medicaid patients — which totaled more than \$94 million. Rush is the state's top provider of days in the hospital paid for by Medicaid, the government insurance program for low-income patients.

Rush is able to provide this level of community benefits because it is a not-for-profit organization. Rush reinvests any revenues in excess of expenses back into the organization for needed facilities, equipment and new program support, as well as the activities described in its community benefits report.



 RUSH

One example is Rush's collaboration with the City Colleges of Chicago. Rush is working with Malcolm X College to redesign its curriculum to offer degree programs in health care fields

that are currently in demand, helping to advance career opportunities for graduates.

To obtain a printed version of the community benefits report, please call (312) 942-5579.

EMPLOYEE WELLNESS

Robertson turned to Choose Health to help her make things better. She joined Healthy Weight, a free Rush program that taught her how to make better food choices and to keep a diary of what she ate. She also started working out regularly and now goes to the gym three days a week in addition to the Zumba and line dancing classes at Rush.

As a result of these efforts, Robertson has lost more than 90 pounds since October of last year. She has more energy, and the pain in her feet and ankles is gone. She even says that the line dancing class has improved her motor skills and ability to think on her feet.

continued from page 1

"Rush has an awesome program for employees who need that extra push. It gave me the motivation to accomplish my goals," she says.

In addition to being healthier, she'll be a little wealthier. By taking part in this year's Choose Health screenings and not using tobacco, Robertson will qualify for at least \$600 of the \$775 in rewards and discounts that Choose Health offers employees. Last year, Rush employees received more than \$3 million in Choose Health incentives.

"It will help me out, and it means a great deal to me," Robertson says. "But the main thing is being healthy."

WAYS TO BE HEALTHY AT RUSH

Rush offers employees a number of ways to improve and maintain their health, including the following programs:

On Track Healthy Weight Program

healthy_weight@rush.edu
or (312) 942-1025

Rush Prevention Center, Eat Less, Love More, (ELM) Program

rush_prevention_center@rush.edu
or (312) 942-3133

Rush Fitness Center

rushfitnesscenter@rush.edu
or (312) 947-BFIT (2348)

Nutrition counseling with Rush dieticians

(312) 563-DIET (3438)

Monthly healthy cooking classes

tiffany_gordan@rush.edu
or (312) 942-5926

Pilates classes

jmk133@sbcglobal.net

Zumba classes

choosehealth@rush.edu
or (312) 942-7479

RUSH HELPS KIDS GET READY FOR SCHOOL

More than 300 children received free health care during the 10th annual Back to School Health Fair on Saturday, July 26, at Moses Montefiore Academy, a public school located about a mile south of Rush. As usual, RU Caring, a Rush University student volunteer program, hosted the fair.

Approximately 220 volunteers from Rush provided health care that included 160 physical exams, 175 vaccinations and 101 dental exams. Volunteers also handed out 500 backpacks filled with school supplies, which were donated by the Rush community and local business partners. In addition, children were treated to storytelling, exercise games, a bounce house and water balloons.

"The event was a great success, thanks to our many volunteers from Rush," says Sharon D. Gates, MA, senior director of community engagement and multicultural affairs for Rush University. "Seeing all the children and their smiling faces makes it well worth the effort."



Brenda Contreras, a medical assistant in the Rush Epilepsy Center, takes a boy's blood pressure at the Back to School Health Fair.

EMPLOYEE Awards

SPRING 2014

Receiving a recognition award is cause for celebration. And that's just what we asked these award recipients to do when we took their photos — to have some fun and celebrate. They certainly have earned it.

CLINICAL EMPLOYEE AWARD

Aga Hedberg, RN, surgical nursing

"Aga exemplifies all of the best qualities that nurses strive to achieve and put into practice every day."

- Mallory Heydorn, RN3, surgical nursing

Aga's job responsibilities:

- Overseeing the 35-bed unit, including proper and safe staffing, bed assignments and discharge needs
- Leading the unit's skin care team



NONCLINICAL EMPLOYEE AWARD

Frederick Sanford, patient placement assistant, bed management and Rush Transfer Center

"Despite an often frantic work environment and high call volume, Fred always maintains a positive disposition."

- Guadalupe Ordaz-Nielsen, RN, adult critical care float pool nurse, Clinical Staffing Office

Fred's job responsibilities:

- Providing room assignments for patients from the emergency department, post-op/recovery, home and internal/external transfers
- Providing backup for the nurse bed managers



MANAGER AWARD

Renee Luvich, RN, assistant unit director, transplant and general surgery

"Having so much knowledge of the organization, Renee is seen as the go-to person who has all the answers, and if she doesn't, she will ensure that she finds them."

- Stephanie Yohannan, RN, unit director, transplant and general surgery

Renee's job responsibilities:

- Overseeing the unit's clinical staff
- Promoting patient advocacy efforts for the unit



PATIENT SATISFACTION "STAR"

Rush patients used the following words to describe these stars: calming, helpful, exceptional, pleasant, impeccable, professional, extraordinary, positive, wonderful, great, thorough



William Boyd



Jeffrey Shipley



Brian Dugal



Stephanie M. Young



Danielle Ross

TEAM AWARD

Neonatal Intensive Care Unit Middleware Team

Steven Powell, MD, director of newborn transport, neonatology

John Overby, RN, Women's and Children's Nursing

David Vines, MHS, chair and program director, respiratory care

Debbie Gist, RNC-NIC, BSN, unit director, neonatal intensive care unit

Carol Squires, project leader, Clinical Information Systems (IS)

Connie Weissman, IS senior analyst

Cheryl Liggett, RN, IS project leader

Sara Murphy, NP, advanced respiratory practitioner, respiratory care

Tito Luna, IS engineer

Natasa Djukic, MS, project coordinator, Women's and Children's Services

The team implemented an integrated alarm management and communication system (middleware) that allows for the neonatal intensive care unit's (NICU) multidisciplinary staff to be able to respond to the needs of patients, their families and each other quickly and efficiently. Middleware is a software system that collects alarms and notifications from the NICU's physiologic monitors, nurse call system and ventilators and sends them to the caregivers' phones using sophisticated programming that can differentiate the alarms based on type, severity and priority. Through the team's continued hard work and dedication, the NICU now has a fully operational alarm management system that will pave the way for the rest of the intensive care units at Rush.



RUSH VALUES AWARD

Jamie Winston, clinical staffing coordinator, Clinical Staffing Office

"Jamie is very passionate about her role as a clinical staffing scheduler and is truly sincere in her desire to accommodate and fill all staffing needs."

- Guadalupe Ordaz-Nielsen, RN, adult critical float pool nurse, Clinical Staffing Office

Jamie's job responsibilities:

- Managing staffing for medical and surgical units
- Managing staffing for medical technicians and nurses



CAROL STEGE AWARD

This award recognizes outstanding performance in the departments of Medical Center Engineering (MCE) and Environmental Services (EVS).

Cynthia White, environmental technician, EVS

Cynthia's job responsibilities:

- Cleaning and sanitizing patient rooms
- Emptying the trash and supplying the room with soap and other items



Floyd Smith, plumber, MCE

Floyd's job responsibilities:

- Taking care of plumbing issues, primarily in the Tower



If you would like to nominate someone for an employee award, please call ext. 2-5916.

News Briefs

COMMUNITY PROGRAMS

Beyond October Breast Cancer Awareness Program

Nov. 5 at 1 p.m., Tower Resource Center (04527 Tower)

Although October is Breast Cancer Awareness month, it's important to raise awareness about this illness all year long. Participate in an educational, hands-on program focused on early detection and supportive resources. Space is limited.

Rush Generations Health and Diabetes Resource Fair

Nov. 14 at 11 a.m., Atrium Building, ground floor lobby

Please join us in celebrating Diabetes Awareness Month and World Diabetes Day. This event aims to raise awareness about diabetes and provide education and resources about ways to better manage this chronic condition.

For more information about these events or to register, please call (800) 757-0202.

DO YOU KNOW ANY OF THESE PEOPLE?

Watch fellow Rush employees from around the Medical Center at work and learn about their roles in improving the patient experience at Rush in the "On the Clock" video series. Since the videos began more than a year ago, we've gotten a look behind the scenes of 12 employees at Rush and how they go about their jobs. The videos include the following people:

- Tim Dvorak, assistant manager and pastry chef, Food and Nutrition Services
- Patricia Harris, guest relations associate
- Ludella Page, journeyman painter, Medical Center Engineering
- Reggie Thomas, transporter, orthopedic unit
- Claudine Johnson, environmental services technician, Environmental Services
- Andy Popolo, security officer
- Kerry Kluczynski, data center technician, overnight help desk staff
- Sheila Gamble, pharmacy technician
- Vernon Cail, research assistant, Department of Preventive Medicine
- Keisha Newsom, patient care technician
- David Rivera, supply chain tech II
- Mary Lou Scorza, medical technologist III

Watch these videos by visiting Rush's You Tube channel <http://tinyurl.com/RushOTC> and selecting the "On the Clock" playlist.

LOOKING FOR PEOPLE NEWS?

GO TO INSIDE.RUSH.EDU AND SEE "APPOINTMENTS AND KUDOS" (LEFT).

PORTION CONTROL: RE-THINKING THE WAY YOU EAT

At Rush, keeping people healthy includes helping our staff, employees, students and volunteers lead healthy lifestyles. As part of that effort, Jean Alves, MS, RD, LDN, a clinical dietitian at Rush, offers tips about healthy eating and activity.

As a dietitian in the Rush Nutrition and Wellness Center, I see a lot of patients who struggle with losing weight. Even after making healthier choices — sacrificing sweets, swapping French fries for a side salad, and sweating bullets at the gym — many people continue to mount the scale only to discover the same stubborn number staring back at them. It's no wonder people lose motivation and return to old habits.

However, the quality of our meal doesn't necessarily trump the quantity on our plate. I often find the most challenging hurdle on a person's path to weight loss is not what they're eating, but how much they're eating.

A new study from Cornell University found that the average U.S. adult eats 92 percent of whatever he or she puts on his/her plate. As a general rule, if we see it, we eat it. In fact, we're likely to clean our plate, regardless of what we're eating, or how hungry we really are.

This tendency is particularly problematic when dining out, since restaurant-sized portions typically

far exceed the amount of food we actually need. Even at home, we tend to over-serve ourselves and keep food in sight, which tempts us to eat further. To compound the problem, we also tend to eat while distracted — say, by the TV, our phone, or computer — so that we don't realize we've had enough until we hit the bottom of the chip bag, or our forks come up empty.

The good news is there may be some easy ways to help counter heavy-handed serving habits and unmindful eating. Consider the following tips for exercising better portion control:

- Pre-plate high-calorie foods in the kitchen and leave the serving dishes off the table and out of sight.
- Serve veggies and salad family-style (placed on the table in a platter) to encourage yourself to take second helpings of high-nutrient, lower-calorie foods.
- Make dinner an event by using nice dishes and glasses, and keep the television turned off. A more formal setting with fewer

distractions may prompt you to pay more attention to what and how much you're eating.

- Use small plates and tall glasses to help you serve smaller portions.
- Avoid having too many foods on the table. The more variety of flavors you have in front of you, the more you will want to eat.
- Don't clear anything from the table or plate while you're eating. It helps to see empty plates, glasses, etc. to remind yourself how much you've eaten.

These steps take just a tiny bit of extra effort, but they can make a big difference in your awareness of how much you're eating, and help you eat less as a result. They'll also make meals more pleasant, and you'll enjoy eating all the more knowing that you're eating healthfully.



2015

Open Enrollment for your 2015 benefits is Nov. 3 – 21, 2014.

During this period, you can sign up for or change your benefits online. Benefits fairs will be held on Tuesday and Wednesday, Nov. 11 and 12, in the ground floor of the Atrium Building.

Benefits Enrollment

The 2015 benefits package will reflect some changes, as Rush is continually monitoring trends in the marketplace and nationwide to keep Rush competitive. The following are the most important developments regarding your employee benefits for 2015.

- **Your medical plan payroll contributions will remain the same.** Rush is shouldering the increasing cost of medical coverage so employees will not experience payroll contribution increases in 2015.
- When you are enrolled in a Rush medical plan and use a Rush provider or facility, you generally will **pay less for care**.
- Health care and/or dependent care flexible spending (FSA) account balances do not have to be used up during the year. **Up to \$500** in an FSA can be rolled over to the following year and not lost.
- Most covered employees will have a new option with **a larger network of dentists** for the PPO plan.

ADOPT-A-FAMILY FOR THE HOLIDAYS

Help brighten the holidays for families in need. You can do it by participating in Rush's Adopt-a-Family program, which is ongoing through Dec. 2.

Families in need are identified by local churches and social service agencies. Please consider adopting a family in the form of buying gifts, toys, food and/or clothing and shoes for the holidays. Monetary gifts also will be accepted. If you or your department are interested in participating, please contact the Department of Community Affairs at ext. 2-5961 or e-mail community_affairs@rush.edu.



Founders Day 2014

EMPLOYEE OF THE YEAR

PCT'S COMPASSION EXTENDS BEYOND THE MEDICAL CENTER



Honoree: **Jasmine Shannon**, patient care technician, general medicine

Years with Rush: 3

What motivates you in your job?

"I'm motivated by seeing the patients' progress, and by seeing them go home with their families and participate in their own care."

Jasmine Shannon is responsible for monitoring patients' vital signs and reporting changes in their conditions while ensuring their safety. When a 76-year-old patient with dementia disappeared from her unit in May of 2012, Shannon did everything in her power to help locate the elderly woman. Shannon reviewed surveillance video with the head of Rush's Security Services. When her shift was over and the patient still hadn't been found, she got into her car and searched the Illinois Medical District.

Within 15 minutes of beginning her search, Shannon found the missing patient. She helped the patient into her car and put her own coat on the patient. On their way back to the unit, Shannon got soup from the Atrium Au Bon Pain. Once they returned to the patient's room, Shannon helped the patient out of her wet clothes, covered her with warm blankets and fed her the soup. The dedication Shannon displayed throughout the patient's disappearance and return truly exemplifies her character.

WAYNE M. LERNER MANAGER OF THE YEAR

SIEGALL'S ENTHUSIASM FOR HER JOB IS ON DISPLAY DAILY



Honoree: **Cheryl Siegall, MS, RN**, unit director, Rush Day Hospital

Years with Rush: 38

In 1992, with a small budget and only a few staff members, Cheryl Siegall was assigned to develop an intensive group therapy program for outpatient psychiatry patients.

What engages you here at Rush?

"I work with incredibly talented colleagues who have the same investment in our patient and family care. I feel like Rush really supports that patient-centered family practice."

Despite limited resources, Siegall realized her vision of how patients could heal in an outpatient intensive therapeutic group setting. While there have been several changes over the last 22 years, the Rush Day Hospital is still thriving today.

Today, Siegall oversees clinical and administrative responsibilities for programming and patient care at the Rush Day Hospital. Under her guidance, this program has gained a reputation in the Chicago area and beyond among professionals and family members as the place

to go for high functioning adult professionals and students with complex mental health issues.

"From the beginning, Cheryl has balanced her clinical expertise with her management savvy and growing expertise in the business of mental health care," says Dee Dee Sanford, RN-BC, MBA, assistant unit director, Rush Day Hospital. "Every day she works alongside us, modeling, teaching, mentoring and inspiring us. Her passion for what she does is contagious, and we can't help but be as enthusiastic about our work as she is."

BRADLEY G. HINRICH'S TEAM OF THE YEAR

BRINGING INNOVATIVE TECH TO PATIENT CARE

Honoree: MyChart Implementation Team

Patient engagement is a key factor in improving health outcomes and patient satisfaction. Rush's MyChart application is one of the Medical Center's main strategies for engaging our patients and encouraging them to take an active role in improving their health and well-being. MyChart is a web-based tool that enables Rush patients to view their health records, make appointments, communicate with their health care providers, and even pay bills.

Launching MyChart required a multi-disciplinary team of

Rush employees from information services, patient access, physician referral services, marketing and communications, health information management, legal, risk management, compliance, finance and physicians. The MyChart Implementation Team built every aspect of the application; developed a support mechanism to assist patients with the use of the system and understanding the clinical information available on MyChart; distributed marketing materials in multiple languages; and trained clinicians and registration staff. As a result, more than 40,000 Rush patients now have online access to their medical records.

The MyChart Implementation Team included the following members:

- **Shannon Sims, MD**, associate chief medical information officer, Information Services (IS)
- **Mary C. Anderson, MD**, physician, Department of Internal Medicine
- **Vittorio Bruno**, senior analyst, IS
- **Jeanette Castilleja**, manager, Patient Access
- **Karen Clayton**, manager, Physician Referral Services
- **Fred Escalona**, senior systems analyst, IS
- **Cari Kornblit**, web editor, Department of Marketing and Communications

To hear interviews with this year's Founders Day award recipients, please visit <http://tinyurl.com/RushLeaders>

ALICE SACHS MEMORIAL AWARD

MCKINNIE TAKES PATIENTS' EXPERIENCE PERSONALLY



Honoree: **Reginald McKinnie**, administrator on call and assistant director of Security Services

Years with Rush: 27

Reginald McKinnie isn't a doctor, but he'll make a house call if needed — and maybe save a life as a result.

When a doctor wasn't able to reach a Rush patient whose lab results showed she needed to come to the hospital for care immediately, McKinnie went to the patient's home after his work day was finished. Discovering that she had lost her phone, McKinnie used his phone so that the patient could call the doctor. He ultimately drove the patient to Rush, where she was admitted to the medical intensive care unit. According to the doctor, McKinnie's efforts may have saved the patient's life.

It's a particularly noteworthy example of the countless ways McKinnie works with staff throughout the Medical Center each day to address any concerns

What motivates you in your work?

"When I get a patient concern and am able to take care of that issue and to come back to the patient and see that they're satisfied, I think that's a big part (of it). I get satisfaction from seeing that they're satisfied."

that patients and their families raise. "If you ever need any help, Reggie is your guy," says Bonnie Macius, director of Risk Management.

In recognition of his actions on behalf of the patient, and his daily efforts to provide an optimal patient experience, Rush selected McKinnie as the recipient of this year's Alice Sachs Memorial Award. The award was established in 1982 by Dr. and Mrs. John M. Sachs in honor of Dr. Sachs' mother, a former Rush patient. The award is presented annually to recognize a Rush employee who regularly and consistently delivers acts of kindness to our patients and their families.

"Even though I don't have direct (involvement in) patient care, I still have a role, as all employees do, with making sure they have the best possible experience they can have," McKinnie says. "If there's anything that might come up, if they have a concern or a type of complaint or issue, I take it kind of personally, and I want to make sure it is addressed."



- **Steven McNay**, project leader, IS
- **Sathiya Selvaraj**, senior engineer, IS
- **Marisa Truesdell**, project leader, IS
- **Allison Weathers, MD**, associate chief medical information officer, IS
- **Leana Moon**, information services consultant, Nordic Consulting
- **Joseph Wikman**, director, Clinical Information Systems

- **Scott Finkle**, director of architecture, development and integration, IS
- **Robert Narowski**, director, clinical information systems
- **Lisa Swiontek**, associate vice president, clinical information services

The MyChart application is available online at <https://mychart.rush.edu>.

JAMES A. CAMPBELL AWARD

BUTLER MAKES VALUES CENTRAL TO HIS WORK, AND RUSH



Honoree: **Peter Butler**, president and chief operating officer

Years with Rush: 22

Peter Butler has led operations at Rush throughout our 10-year, \$1 billion campus transformation. Yet the changes he's spearheaded at Rush go beyond new buildings and technology to the very core of how we provide patient care.

The accomplishment that makes Butler proudest, in fact, is the implementation of Rush's I CARE values (innovation, collaboration, accountability, respect and excellence), which guide each of us in our work daily. "That means everything to me," he says.

Butler also has been a driving force behind Rush's commitment to diversity. "He uses his leadership role to ensure that inclusiveness is also a Rush hallmark. An avid leader around gender and ethnic diversity, it was Peter's vision to make Rush's values and diversity more than words," says Larry Goodman, MD, Rush CEO.

What makes Rush special as a health care provider?

"The real passion [we have for] being able to solve very difficult clinical problems, [which] probably dates back 100 years. If you're really sick, this is a place that's going to bring together incredible talent, and they're going to do whatever they can to figure it out and take good care of you."

In recognition of Butler's immeasurable contributions to the Medical Center, Rush chose him to receive the James A. Campbell, MD, Award during this year's Founders Day celebration on May 29. Named for the first president and CEO of Rush, the award honors Rush employees for excellence in leadership and dedicated service. In this case, the Campbell Award recognizes Butler's cumulative tenure at Rush, which spans the early '80s to early '90s and 2002 to the present.

His work during that time also includes being chairperson of Rush University's Department of Health Systems Management. "The enemy is not your competitor, it's the disease. I think our health care leaders need to focus on that idea as the motivating reason for them being a leader, not to just create business results," he says.

You can hear more of what Butler has to say about health care management, diversity at Rush and what sets the Medical Center apart from other health care providers by listening to a short online interview with him. It's available at <http://tinyurl.com/RushLeaders>.

HENRY P. RUSSE, MD, HUMANITARIAN AWARD

MEDICAL STUDENT EXTENDS PARENTS' COMMITMENT TO HELPING FROM AFRICA TO RUSH



Honoree: **Abdoulie Njie, MD**, 2014 graduate of Rush Medical College

Years with Rush: 4

Abdoulie Njie grew up in Gambia, Africa, in a home with five biological brothers and at least 20 more foster children for whom his parents provided care during his childhood. He brought that same commitment to helping others when Njie began his medical studies at Rush after working for many years in Chicago as a paramedic and a math teacher at a school on Chicago's South Side.

Combining these two experiences, he volunteered as an instructor at the American Heart Association's training center at Rush, teaching CPR, advanced cardiac life support and pediatric life support. Njie also volunteered with a Rush program that brings students from Chicago schools to the Medical Center and gives them exposure to employment opportunities in health care. In addition,

What do you think sets Rush apart from other medical schools?

"They're able to bring together an amazing, fantastic class of students who are geared toward doing good in the community. We do a lot more [community service] than other medical schools."

he volunteered at free health clinics and served as treasurer of the Rush chapter of the Student National Medical Association.

Rush recognized Njie for his accomplishments by choosing him to receive this year's Henry P. Russe, MD, Humanitarian Award. The award honors the memory and humanitarian efforts of its namesake — the dean of Rush Medical College and vice president of medical affairs from 1981 to his death in 1991 — and is given to members of the Rush staff who demonstrate an ongoing commitment to the well-being of others in their work.

He credits his volunteer ethic to his parents' example. "My dad would always say, 'whatever you do, do it the best you can or don't bother,'" says Njie, who since receiving his medical degree has begun a residency in emergency medicine at Cook County Hospital. "I don't feel I do big things, but I do little things and put all my heart and a great deal of intention into what I do."

MILESTONE ANNIVERSARY

45-YEAR ANNIVERSARY DOCTORS PRAISE RUSH'S ENDURING CULTURE OF KINDNESS



Honorees: **Alan Harris, MD**, associate chairperson of the Department of Medicine and hospital epidemiologist, (above) and **Bruce McLeod, MD**, emeritus director of the Rush Blood Center (right)

During the 45 years they each have worked at Rush, Alan Harris, MD, and Bruce McLeod, MD, have seen a lot of changes at the Medical Center. They were here in 1969, the year Rush Medical College was revived and merged with Presbyterian-St. Luke's Hospital, marking the beginning of Rush University Medical Center as we know it today. They were here for the opening of the Atrium Building in 1982 and the Tower in 2012. Through all those changes, though, certain things about Rush have remained

constant, according to both doctors. It's still a place where the patient is at the center of everything we do. And it's still a place where kindness and respect for one another guide us in that work.

A Much Friendlier Place

Those qualities were what drew McLeod to Rush in the first place. After attending medical school on the east coast, "when I got to Rush, I found it a much friendlier place," he recalls.

McLeod began working at the Rush Blood Center by establishing the program for donation and treatment using apheresis, a process that separates the components of a donor's blood to collect the desired

What's remained the same about Rush during the time you've been here?

"There's a very special culture around this place. There's a very nurturing environment, which we should never take for granted." — Alan Harris

"I have said many, many times that for a high quality, academic institution like this one, Rush has a greater emphasis on the patient." — Bruce McLeod

component while returning the rest of the blood to the donor. He later took on responsibility for managing stem cell collection processing and storage. McLeod became director of the Blood Center in 1999 and held the position until 2012.

During that time, he's also seen the growth of Rush University and the Medical Center overall. "It's been an eventful and exciting time to be at Rush," he says, while noting that "the emphasis on civility, friendliness...that's been a constant all along. It's only gotten better."

The Focus Has Remained the Same

Harris has a similar perspective. While the new buildings may be the most visible evidence of how Rush has changed in his time here, "they also reflect the substantive growth of Rush Medical College and Rush University," he says. "Yet the focus has remained the same, which is a focus on patient care that also brings to

bear education and research to positively impact patient care."

The evolution of the field of infectious disease during the past 45 years reflects that focus as well. Harris notes that when he began practicing medicine, it was widely thought that antibiotics largely had solved the problem of infectious disease. Instead, it's been a field that's faced vexing new problems, while the rise of antibiotic-resistant bacteria have caused "old problems we thought we'd taken care of to come roaring back."

Harris' personal connection with the Medical Center extends even further back than his career here. His immigrant father used to sell shoelaces in the nearby Maxwell Street market. "He used to be amazed that his eldest son chose to spend his whole life in this neighborhood," Harris recalls. "But my professional journey here at Rush has been a joy."